


GREENVILLE POLICE DEPARTMENT POLICY AND PROCEDURES MANUAL		
Chapter 45	Crime Prevention and Community Involvement	
Date Initially Effective 09/01/94	<p style="text-align: center;">  By The Order Of: Hassan Aden, Chief of Police </p>	
Date Revised 10/04/13	Date Reissued 10/04/13	Page 1 of 4

The Greenville Police Department shall work to promote the prevention, resistance, and suppression of crime through a variety of crime prevention/community involvement efforts. The Department shall seek to establish and maintain community involvement and awareness of crime prevention practices through informal contacts and formal programs.

45.1.1 COMMITMENT TO CRIME PREVENTION

CALEA Standard: 45.1.1, 45.1.2, 45.1.3

The Greenville Police Department is committed to the principles of crime prevention and to the development, implementation, and perpetuation of comprehensive, pro-active programs and procedures that identify and assess crime risks and formulate positive responses to reduce criminal activity. It is the responsibility of every member of the Department to work toward achieving the Department's crime prevention goals and objectives.

Crime Prevention Function

The Crime Prevention Unit is the organizational unit responsible for the coordination and implementation of the crime prevention activities of the Greenville Police Department. The unit is assigned to the Professional Standards Division. The Crime Prevention Unit shall be responsible for, but not limited to the following activities:

- Coordinating the development and continuation of the Community Watch Program
- Presenting crime prevention programs upon request to community groups
- Selecting, developing, maintaining, and promoting a variety of programs relating to crime prevention, security, and personal safety in residential and commercial areas
- Conducting home and business security surveys upon request
- Disseminating informative literature related to crime prevention, personal safety, and other law enforcement concerns of interest to the general public

All employees of the Greenville Police Department are responsible for:

- Providing basic crime prevention information to citizens when answering calls for service
- Encouraging citizens to participate in crime prevention activities available through the Crime Prevention Unit
- Providing good community involvement and ensuring that each contact with the public inspires respect for the police officer and the Greenville Police Department
- Identifying sources of conflict between the Department and the community, encouraging efforts to resolve them, and forwarding all information concerning this matter to their immediate supervisor
- Notify the Crime Prevention Officer whenever a crime risk situation within the community exists that could benefit from services provided by Crime Prevention Unit is identified.

At a minimum, the Crime Prevention Unit will be staffed by one police officer designated as the Crime Prevention Officer who shall be responsible for planning, coordinating, and implementing crime prevention activities. In

addition to the Crime Prevention Officer, other personnel may be assigned to conduct crime prevention activities depending upon Departmental and community needs.

The Greenville Police Athletic League Program (PAL Program) is also a function of the Crime Prevention Unit. The PAL program is a program for at-risk children in grades K-6 and is designed to allow the children to engage in activities in a positive environment. The program is free to a set number of children and has two different sites that operate every afternoon during the week and all day during the summer. The program is operated by both civilian and sworn personnel with the Greenville Police Department. The mission of the PAL program is to offer the opportunity for youth to interact with police officers and build a positive relationship; between the two through participation in cultural development, character development, and athletic activities.

Selection of Priority Crime Prevention Programs

One of the priorities of the Crime Prevention Unit is to disseminate information to the citizens of Greenville about methods for reducing and preventing crime. The Crime Prevention Unit will prioritize available crime prevention programs and practices and target program selections by identifying community perceptions or misperceptions of crime. Information produced and provided by area supervisors, district officers, and the Planning and Research Specialist identifying crime types, trends, activities and geographic areas will be used to determine crime prevention strategies and programs that may help address those identified problems. Based on the information provided, the Crime Prevention Unit will provide support and assistance with initiating prevention responses to identified problems.

Where there is sufficient community interest, the Crime Prevention Unit, in conjunction with area supervisors and district officers, and other appropriate Department and City components shall attempt to establish appropriate community groups and organizations and assist them with the accomplishment of their goals and objectives.

The Crime Prevention Unit shall maintain liaison with interested community groups, Community Watch Block Captains, the corporate community, civic organizations, Pitt County Schools, private schools, other police departments, and the North Carolina Crime Prevention Officer's Association in order to further improve the effectiveness of the crime prevention/community services activities available to the citizens of Greenville.

Program topics will include, but are not limited to:

- Business security
- Residential security
- Sexual assault
- Senior citizen crime awareness
- Domestic violence
- Child safety
- Operation Identification
- Security surveys
- Financial crimes
- Shoplifting

Prevention Input

When the opportunity exists or upon request from the Planning, Neighborhood Services, and/or Inspections Departments within the City of Greenville, the Crime Prevention Unit shall provide crime prevention input into the development and/or revision of zoning policies, building codes, fire codes, and residential commercial building permits.

Crime Prevention Program Evaluation

The effectiveness of crime prevention programs shall be evaluated annually. The evaluation may be reported in qualitative terms and will be used to determine the operational value of crime prevention programs implemented or under consideration. Evaluations may include the viewpoints of the citizens involved and the overall

effectiveness of the resources being utilized. After each evaluation, the Crime Prevention Officer shall recommend whether existing crime prevention programs should remain functioning, be modified, or be discontinued.

45.2.1 COMMITMENT TO THE COMMUNITY

CALEA Standard: 45.2.1

The Greenville Police Department is dedicated to developing policies and implementing programs and services that will establish a positive relationship between the citizens of the community and police in order to provide a safer environment.

The following value statements of the Greenville Police Department further support the Police Department's commitment to the community.

- The Greenville Police Department actively solicits citizen participation in the development of police activities and programs that impact their neighborhood.
- The Greenville Police Department is committed to participating in programs that incorporate the concept of a shared responsibility with the community in the delivery of police services.
- The Greenville Police Department believes integrity and professionalism are the foundations for trust in the community.
- The Greenville Police Department is committed to an open and honest relationship with the community.

Information concerning the Greenville Police Department Mission Statement, Value Statements, goals, objectives, problems, successes, and any other information lawfully appropriate for public release will be made available to citizens through:

- Press conferences and press releases authorized by the Chief of Police
- Forums, meetings, and speaking engagements with community and civic groups and organizations
- Local government public access television channel
- Monthly Police Community Relations Committee meetings
- City of Greenville and Greenville Police Department website

Shared Responsibility for Community Involvement Function

Through the general discharge of their law enforcement duties and through proactive interaction with citizens and community groups, all Greenville Police Department personnel share the responsibility for achieving the Department's community involvement objectives. Through facilitation of, and attendance at neighborhood meetings, community functions, and similar events, area supervisors and district officers share community involvement responsibilities with other components of the Department.

In order to further enhance the Department's commitment towards proactive interaction with all community groups, the *Community Liaison Program* was established. This program will enable the various community or civic groups throughout the City of Greenville to work even closer together to resolve neighborhood issues. Refer to *SOP, 45.2.1, Community Liaison Program* for further explanation.

45.2.2 REPORTING ON COMMUNITY INVOLVEMENT ACTIVITIES

CALEA Standard: 45.2.2, 45.2.3, 45.2.4, 45.2.5

Police Community Relations Committee (PCRC)

The Police Community Relations Committee (PCRC) was established by the Greenville City Council to serve as liaison between community and police. The PCRC is tasked with bridging communications between the community and the Department, advocating programs, ideas and methods for improving police-community relations, and to provide a forum for bringing community concerns to the staff of the Department. The nine PCRC members include seven citizens representing each City Council member and mayor, the Chief of Police, and the

Assistant City Attorney. The PCRC meets monthly. Minutes from those meetings are provided to the Chief of Police and the Crime Prevention Unit and contain information on citizen concerns. That information is relayed from the Chief of Police to appropriate operational functions within the Department.

Area Policing Activities and Responsibilities


The Greenville Police Department's area policing philosophy is an extension of the Community Oriented Policing concept. It is designed to ensure continued involvement and communications between Department personnel and the communities and neighborhoods they serve. Area supervisors and area district officers are responsible for knowing the concerns, problems, and issues in their assigned areas and districts. They are supported by all other components and functions of the Department. Area meetings are held regularly to discuss activities, prioritize concerns, develop responses and solutions, and plan other activities. These topics are presented and discussed in the Department's regular crime stats meetings. Monthly, each assigned liaison shall forward information obtained through the various meetings to Community Liaison Program Coordinator. The Community Liaison Program Coordinator shall compile all the information received and submit a monthly report through the chain of command to the Chief of Police.

Citizen Surveys

The Crime Prevention Unit or designee is responsible for conducting periodic surveys of Greenville residents. Results of the citizen survey will be considered in the development of Greenville Police Department policies and procedures. The survey, which must be conducted at a minimum of every three years, shall include questions to determine citizens' attitudes and opinions with respect to:

- Overall agency performance
- Overall competence of agency employees
- Police officers' attitudes and behavior toward citizens
- Concern for safety and security within the Greenville Police Department's service area
- Concern for safety and security within the respondent's neighborhood or community
- Recommendations and suggestions for improvements

The results of the citizen survey will be provided to the Chief of Police in a written summary upon completion.

GREENVILLE POLICE DEPARTMENT STANDARD OPERATING PROCEDURES		
45.2.1	Related Policy Chapter: Crime Prevention, Community Liaison Program	
Date Initially Effective 07/18/13	By The Order Of:  Hassan M. Aden, Chief of Police	
Date Revised	Date Reissued	Page 1 of 5

A. PURPOSE

The purpose of this program is to afford the opportunity to all community groups to work together with the Greenville Police Department regarding the resolution of neighborhood issues. In order to accomplish this, and ensure no community group is without a contact, each community group will be assigned a specific employee to act as their point of contact from the Department.

Additionally, it also provides a means to effectively measure, as an ongoing process, citizen satisfaction with police services and to continue the dedication towards community oriented policing.

B. DISCUSSION

By taking a proactive approach to building better relationships with the community, the Department will be in a better position to respond to the needs of the community. Certain employees will be designated as a liaison for a community group by the Chief of Police or designee to act as a bridge between the citizens in that group and the Department. Citywide, there are a multitude of community groups, and for that reason some liaisons will be assigned more than one community group.

The citizens of Greenville shall have the avenue needed to directly funnel their personal concerns, or their group's concerns to the Chief of Police or designee through their appointed liaison. The citizens will also be in a far better position to be kept abreast of the most current and accurate public safety information as it relates to their geographical area. Additionally, attendance by the liaison at various meetings will provide the forum for community involvement regarding the development of policies for the Department.

C. APPOINTMENT OF COMMUNITY LIAISON REPRESENTATIVES

Unless otherwise authorized by the Chief of Police, all employees appointed to be a liaison shall be a Corporal or above in rank, or a civilian supervisor. Non-ranking employees may accept liaison responsibilities with the approval of the Chief of Police.

In the event, an employee expresses a desire to act as a liaison or is recommended then the employee's supervisor shall:

- Confirm the employee accepts the responsibilities and commitments
- Prepare a memorandum to the Chief of Police
- Submit the memorandum to the Chief of Police through the chain of command

D. COMMUNITY LIAISON PROGRAM COORDINATOR

Under the direct command of the Administrative Services Bureau Commander, the Coordinator shall be responsible for:

1. Maintaining a current list of community groups.
2. Identifying and establishing community liaison groups.
3. Maintaining ongoing communication and support to liaisons.
4. Collecting liaison reports and other communications from liaisons.
5. Compiling collected information into a monthly Community Liaison Report.
6. Submitting the Community Liaison Report to Command Staff monthly.
7. Annually conducting an audit to measure the effectiveness of, and citizen satisfaction with the Community Liaison Program.
8. Retaining Community Liaison Reports for a minimum of three (3) years.
9. Identifying and reporting inactive groups (no activity for three (3) months).

The Monthly Community Liaison Report is critical to ensuring all areas of concern are addressed, and therefore consistent format is vital. For this reason, each monthly report shall be formatted as follows:

1. Total number of liaisons
2. Total number of compiled hours spent for all liaisons on community functions.
3. Total number of community concerns addressed during the month by liaisons.
4. Specific concerns expressed by the community.
5. Recommended solutions and/or action taken as reported by the liaisons.
6. Descriptions of potential problems bearing on law enforcement activities.
7. An outline of any special presentations conducted.

The Coordinator shall also forward the name of any liaison a report was not received from, to the liaison's bureau commander.

Support shall be provided to the liaisons by the submission of the group's boundaries to the Crime Analysis Unit. The Crime Analysis Unit will work with the City's GIS to map each association allowing liaisons access to crime data for each community group. It is the responsibility of the Coordinator to provide the information to the Crime Analysis Unit.

E. RESPONSIBILITIES OF BUREAU COMMANDERS AND SUPERVISORS

It is the responsibility of bureau commanders to remain informed and aware of all liaison activities within their command. Furthermore, upon receipt and review of the Monthly Community Liaison Report the bureau commanders shall disseminate the report to affected supervisory personnel under their command.

The bureau commanders shall ensure appropriate actions are taken to address community concerns and problems. Any action taken to address reported problems shall be forwarded in writing by the bureau commanders to the appropriate liaison and to the Community Liaison Program Coordinator. Any action taken that is expected to go beyond thirty (30) days shall be reported at least once monthly to the liaison until the action has ended by the bureau commanders.

Supervisors shall review pertinent information from the report to their subordinates. Also, supervisors who are responsible for an annual evaluation of a liaison, shall record in the annual evaluation under "Public Service" any liaison activities.

F. LIAISON RESPONSIBILITIES

Upon appointment as a Department liaison, the employee shall be responsible at a minimum, for submitting a monthly report, attending meetings, providing crime prevention information, initiating solutions to reported community concerns or needs and encouraging input from those within the community group. Other responsibilities or actions may be required periodically and should be handled accordingly.

The liaison shall be pro-active and provide timely responses to issues brought forth, and work towards limiting the number of department personnel involved to implement a solution or to address a problem. This will limit any unnecessary delays, minimize citizen frustration, and avoid repetitive work by other personnel.

Immediately upon appointment the following shall be done:

- Make contact with the community group representative
- Provide contact information
- Clarify the group's geographic boundaries
- Forward contact information and geographic boundaries to the program coordinator
- Identify future community group meeting dates, times, and locations
- Plan for attendance at all meetings or when needed a designee
- Notify the group representative that in- person contact shall be monthly at a minimum, unless otherwise agreed upon mutually

It is the primary responsibility of the liaison to attend scheduled meetings and be prepared to provide a brief presentation. Topics may vary depending on current crime trends or issues brought forth by the community group. However, information pertinent to the safety and well-being of the community should be disseminated routinely through methods, such as email and or any other method agreed upon between the liaison and the representative. Liaisons shall be expected to provide during the meeting the following:

- An open forum for citizens to voice concerns or problems noted within their geographic area
- Crime prevention information
- Periodically discuss the Department's strategic goals and objectives
- Provide current crime and calls for service data for the specific geographical area
- Provide *authorized* updates on "public interest" cases affecting the City
- Advise of upcoming police events
- Addressing policy and procedures questions and documenting citizen input
- Encouraging ride-alongs
- Request citizen input and thoughts concerning the solution to a problem or issue
- Develop or assist in developing problem oriented or community policing strategies
- Encourage at every meeting, or opportunity for citizens to act as "eyes" and "ears" for their area
- The periodic attendance of an Criminal Investigations Bureau detective or supervisor

At the conclusion of a meeting the liaison shall:

- Submit for payroll purposes, an overtime card describing attendance at the specific special event, for any attendance that occurred outside of the liaison's normal working hours
- Forward in writing, any recommendations or issues outside the scope of the liaison to the appropriate bureau commander
- Follow-up on any issues that were sent to other units. (example: drug complaints sent to narcotics officers)
- Ensure the Chief of Police is advised of any significant or re-occurring issues as soon as possible
- Resolve an issue through a phone call if possible
- Facilitate any special requests for a guest speaker from the Department
- Compile a monthly report that includes a brief synopsis of the topics covered during a meeting, citizen issues or needs conveyed, actions taken to address the needs and date/time of the next meeting
- Submit the monthly report via email to the Community Liaison Program Coordinator by the last day of the month
- Submit a monthly report via email even if the community group did not meet, by the last day of the month
- Submit a brief memo to the Chief of Police with any recommendations that would have a fiscal impact on the Department

G. CITIZEN REPRESENTATIVE RESPONSIBILITIES

For this program to be successful, it is crucial that the community group(s) share responsibilities of the program with the liaison. For this reason, it is expected that the community group representative will:

1. Use their assigned liaison as the point of contact for all issues involving the police department.
2. Report issues affecting the safety and quality of life in their neighborhood.
3. Educate group members concerning proper protocol for contacting and sharing information with police department personnel.
4. Actively partner with the liaison to solve problems and address issues, sharing responsibilities and efforts to keep their neighborhood safe.
5. Work towards improving police and community interaction.
6. Provide the Greenville Police Department with their geographic borders for their community group.
7. Complete an annual liaison satisfaction survey and return it to the Chief of Police
8. Consider establishing a Neighborhood Watch Program and participating in the Citizen's Police Academy.
9. Notify their liaison of any change in leadership of their group.
10. Ensure the liaison has current contact information and contact information of a fill-in representative.